



# **Detroit Water and Sewerage**

## **Department**

### **Meeting Minutes - Final**

### **Customer Service Committee**

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**Tuesday, January 8, 2019**

**2:30 PM**

**5th Floor Board Room, Water Board Building**

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#### **Customer Service Committee Meeting**

##### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 3:08 p.m.

##### **2. ROLL CALL**

**Present:** 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

##### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Commissioner Jane Garcia, seconded by Commissioner John Henry Davis that the agenda be approved. The motion carried by a unanimous vote.**

##### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested approval of the minutes of December 5, 2018

**A motion was made by Jonathan Kinloch, seconded by Jane Garcia that this be approved. The motion carried by an unanimous vote.**

##### **5. PUBLIC PARTICIPATION**

**There was none.**

##### **6. COMMUNICATIONS**

**There was none.**

##### **7. UNFINISHED BUSINESS**

New Service Administrative Policy (18-0095)

##### **8. NEW BUSINESS**

**A. 19-0013 Customer Service Metrics**

Attachments: [Metrics-12.31](#)  
[2018 Calendar Year Accomplishments](#)

**This Communication or Report was received and filed.**

**B. [19-0014](#) Planning Calendar Analytics**

Sponsors: Customer Service/Meter Operations

Attachments: [Customer Service Analytics](#)

**This Communication or Report was received and filed.**

**C. Revised Planning Calendar for 2nd Half of FY2019 (17-0127)**

The committee will provide feedback at its next meeting.

**This Communication or Report was received and filed**

**9. OTHER MATTERS**

Commissioner Garcia stated that she is concerned about customers (elderly) and their ability to pay a parking fee when conducting business at the water department. She asked if there were plans to look into a service center on the southwest side of the city. Director Brown replied the department is looking at its options.

**10. NEXT MEETING**

February 6, 2019

**11. ADJOURNMENT**

**A motion was made by Commissioner John Henry Davis, seconded by Chairperson Mary Blackmon that the meeting be adjourned. The motion carried by a unanimous vote.**

**There being no further business, the meeting adjourned at 3:47 p.m.**